Business addresses in advertisements by MNCs and large business houses

302. SHRI V. HANUMANTHA RAO: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether it is a fact that MNCs and large business houses, telecom companies, etc. do not furnish any fixed business addresses in their advertisements;

(b) whether it is also a fact that, according to law, firms should give a specific address for consumers to send a written complaint;

(c) the steps taken to ensure that a correspondence address will have to be given for consumers to send letters and complaints; and

(d) the steps proposed by Government to make it compulsory for all firms which sell or advertise products to intimate a clear, precise and definite address?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN): (a) This Department has no such report.

(b) and (c) Packages covered under the Standards of Weights and Measures (Packaged Commodities) Rules, 1977, and intended for retail sale are required to declare the name and address of the manufacturer and or the packer or the importer as the case may be under sub-rule 1(a) to rule 6, amended *vide* Notification dated 17-7-2006. *Vide* new sub-rule 1A to rule-6, of these Rules, every package is required to bear the name, address, telephone number and email address, if available, of the person or office which can be contacted in case of consumer complaints.

(d) Violation of the Standards of Weight and Measures (Packaged Commodities) Rules, 1977 is punishable under the Standards of Weights and Measures Act, 1976.

Advertisements for consumer rights

303. SHRI V. HANUMANTHA RAO: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Government have issued thousands of advertisements in newspapers to inform public of their rights;

(b) the response to this large expenditure;

(c) whether Government have initiated any *suo moto* action to detect, find, prosecute and punish businessmen and businesses for violating various laws; and

(d) if so, the *suo moto* actions taken during the last six months by Government giving the total numbers, State-wise?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN): (a) Department of Consumer Affairs being the nodal Department for consumer welfare and consumer protection has launched a multi media campaign for creating consumer awareness in the country.

(b) The impact of the campaign is reflected in increase in number of calls on National Consumer Help Line and queries on the website of Consumer Online Resources and Empowerment (CORE) Centre, both initiatives supported by the Department of Consumer Affairs.

(c) and (d) Consumer fora at District, State and National level have been set up under the Consumer Protection Act, 1986, to deal with the cases relating to consumer rights violations.

Export of sugar

304. SHRI AMAR SINGH:
SHRI ABU ASIM AZMI:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Government propose to permit the private traders to export sugar to foreign countries;

(b) if so, the details thereof including the details of quantity of sugar proposed to be exported; and

(c) whether any condition has been imposed on the export and if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (DR. AKHILESH PRASAD SINGH): (a) to (c) In order to keep the prices of sugar in the domestic